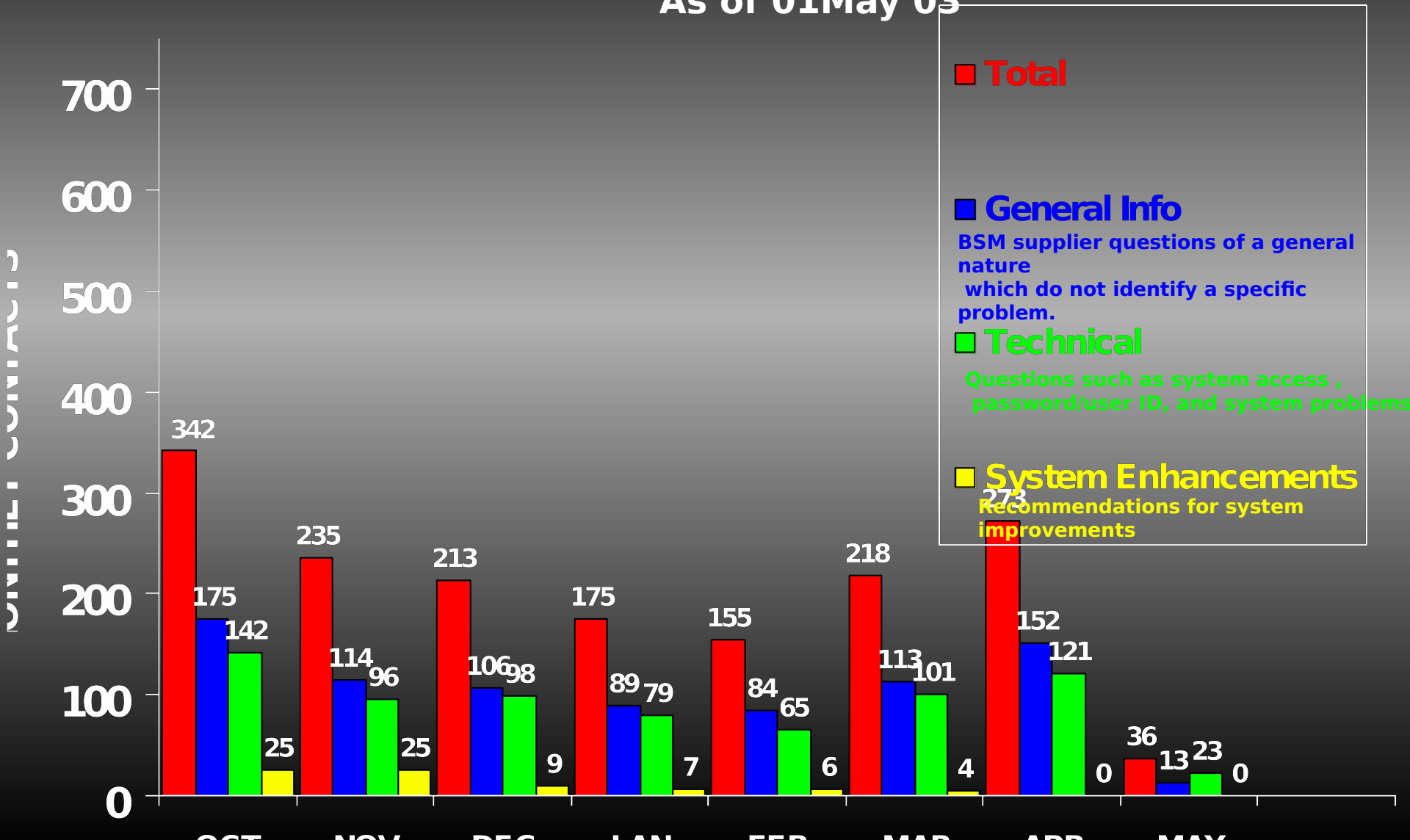
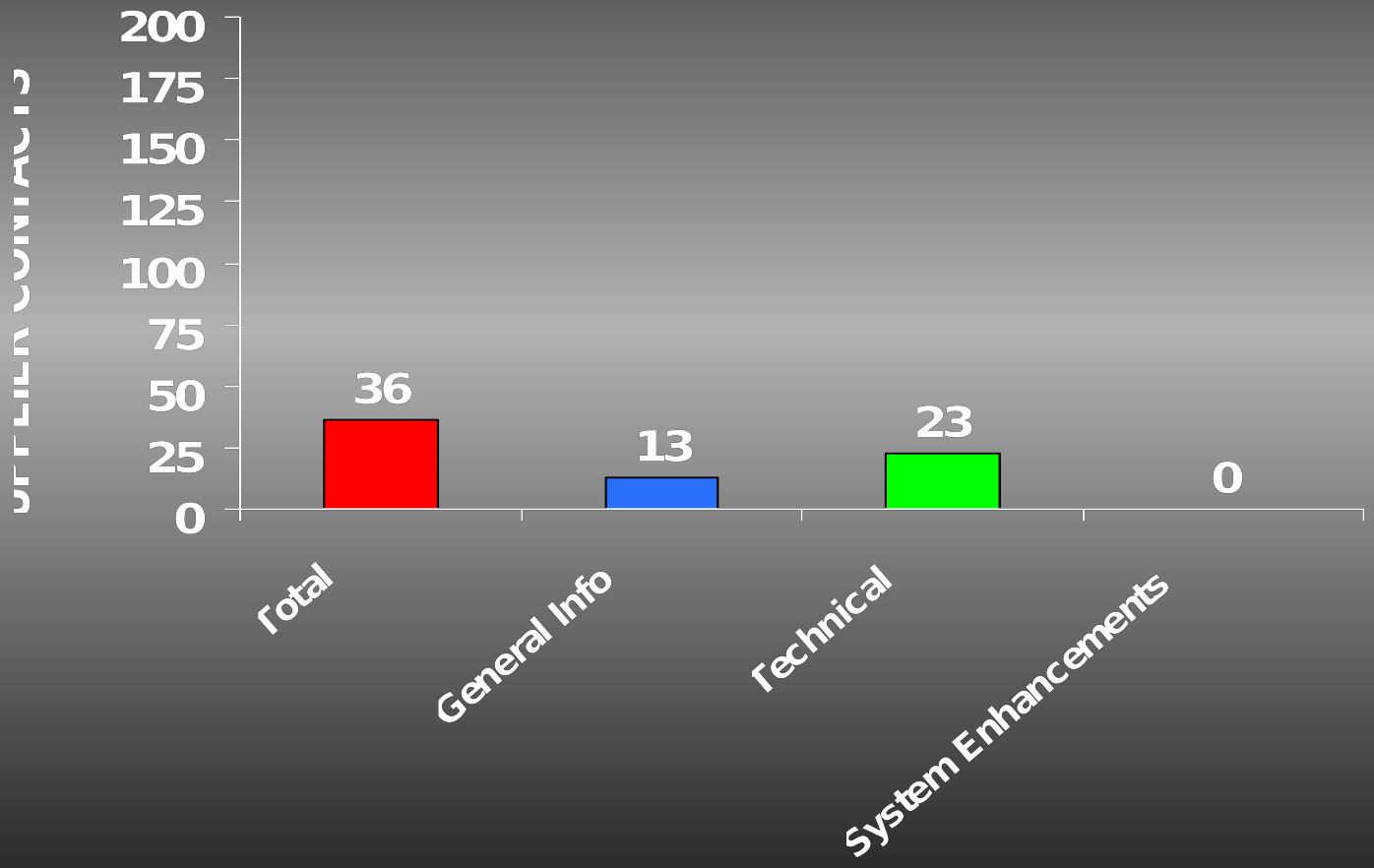
SRweb RELATED CONTACTS

As of 01May 03



SRweb RELATED CONTACTS

WEEK OF 25 APR-01 MAY 03



Total

General Info

BSM supplier questions of a general nature which do not identify a specific problem.

Technical

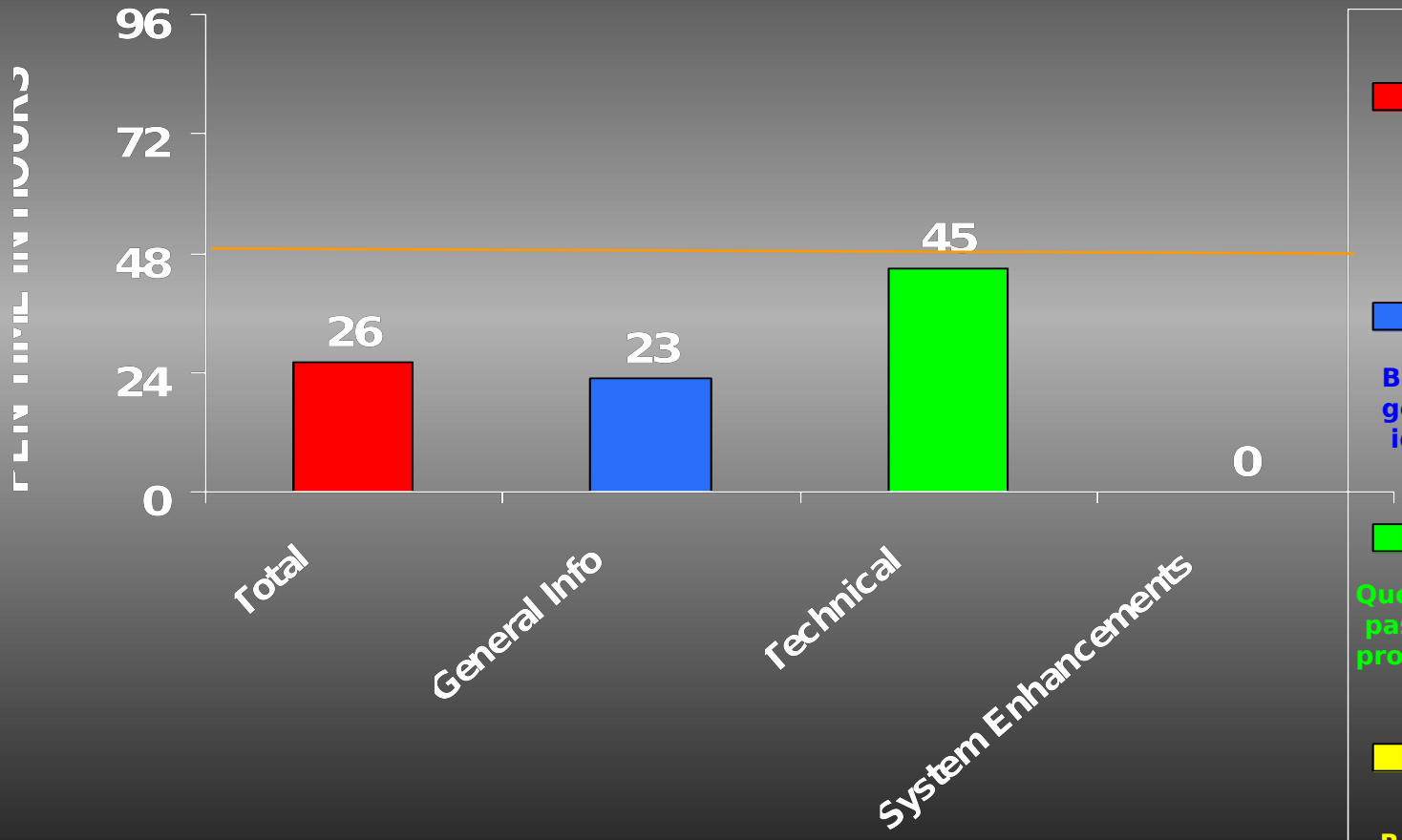
Questions such as system acce password/user ID, and system problems

System Enhancements

Recommendations for system improvements

SRweb ISSUES

Average Resolution Time
25 APR-01 MAY 03



Total

General Info

BSM supplier questions of a general nature which do not identify a specific problem.

Technical

Questions such as system acce password/user ID, and system problems

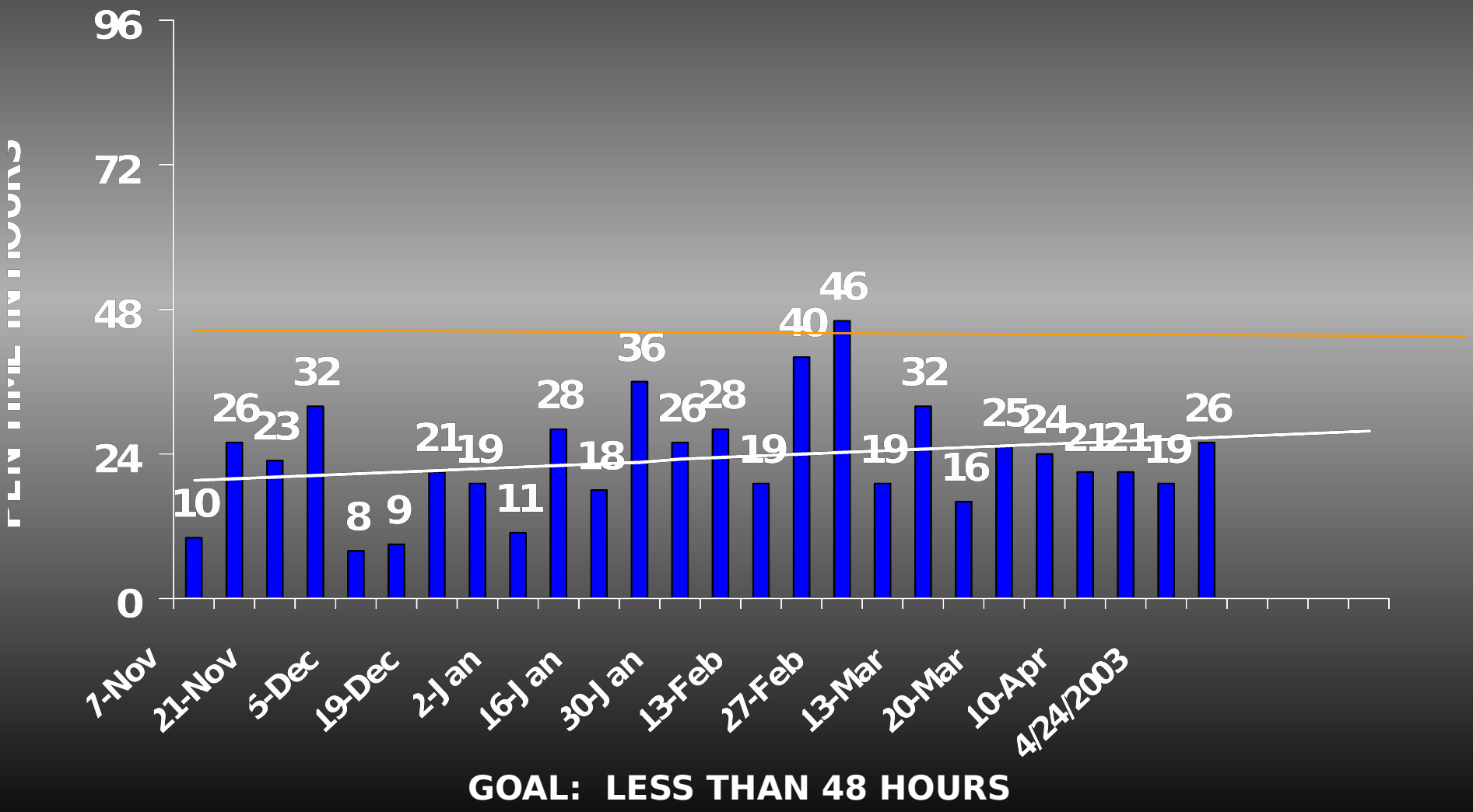
System Enhancements

Recommendations for system improvements

GOAL: LESS THAN 48 HOURS

SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS